

**The Governor's
Desiree Taggart Memorial Awards**
For Workforce Development



The ***Desiree Taggart Memorial Awards*** are given in memory of Desiree Taggart, the first Director of Workforce Development in the Governor's Office of Economic Opportunity.

Desiree is remembered for her inspiring dedication to Montana's workforce development efforts, for her abundant energy and willingness to go the extra mile, for her inquisitive mind and creative solutions, her passion for quality and excellence in workforce development, and fostering positive relationships among workforce development professionals, businesses, and the workforce.

The ***Desiree Taggart Memorial Awards*** are given to Montana Workforce Investment organizations, businesses and individuals to recognize outstanding achievement or contribution to employment and training efforts in Montana, including: improved productivity, creativity, economy and efficiency in Montana's workforce system and to recognize and award outstanding contributions to workforce development in Montana.

The awards publicly acknowledge outstanding efforts of individuals and organizations that have improved workforce development in Montana through the use of quality principles as promoted by the State Workforce Investment Board (SWIB).

There are three (3) categories of awards given annually: Outstanding Business; Quality Program; and Workforce Development Achievement. Two award winners will be selected from each category as follows:

In the Outstanding Business category, a winner will be selected from Business for profit, and a winner selected from Business not for profit. In the Quality Program category, a winner will be selected to represent a Private Sector Program, and one to represent a Public Sector Program. In the Workforce Development Achievement category, there will be an award given to a Private Sector Individual, and an award given to a Public Sector Individual.

The categories are described below.

1. **Outstanding Business of the Year Award** –Awarded to businesses (private and public) for outstanding contribution to the success of Workforce Development Programs.

This award recognizes an employer in a Montana community who supports quality processes AND who participates in the workforce development programs or activities. The employer could be a member of the state Workforce Investment Board, member of a Community Management Team, or an employer who employs participants in workforce development-funded programs. The employer must have demonstrated activities and processes, which support quality initiatives as commonly described under the Malcolm Baldrige National Quality Award program. Examples of such activities would include the use of customer satisfaction measures, ability to integrate continuous improvement in various or all aspects of the company, use of self-assessment techniques and processes, and an overall focus on quality. State Workforce Investment Board members may qualify for this award based on their activities as board members including participation in self-assessment surveys, evaluations, employer focus groups, and other activities, which promote the boards' ability to continuously improve.

2. **Quality Program Award** –Awarded to a Workforce Development Agency or Program or a group of cooperating agencies or programs that exemplify the principles of quality in providing workforce development services.

This award recognizes a workforce development organization (governmental, nonprofit or for profit), one-stop center or Community Management Team (CMT) in Montana who demonstrates leadership in promoting principles of quality initiatives a commonly described under the Malcolm Baldrige National Quality Award Program.

Examples of such leadership include implementation of a service mapping process, use of self-assessment as a continuous improvement tool, developing benchmarks for key measures and activities, use of customer satisfaction surveys, focus groups and techniques, and an overall focus on quality as a way to provide improved service to all partners and customers in the workforce system.

3. **Workforce Development Achievement Award** –Awarded to an individual workforce agency staff member, employer, council member, county commissioner, etc., for outstanding contribution to the success of Workforce Development Programs in:

1. Fostering teamwork;
2. Initiative and versatility;
3. Total quality improvement activities;
4. Leadership; and/or
5. Other acts that promote excellent customer service or support the goals/mission/strategic plan of the workforce system.

Other examples could include implementation of principles of continuous improvement and customer satisfaction, use of surveys, focus groups and evaluation tools which promote continuous improvement and benchmarking processes in their own organization as well as leading the way by example and passion for partners, co-workers and peers in their community.

NOMINATION PROCESS:

Any group, entity or individual may submit nominations for each category. Nominations in all categories must include a brief narrative of the nominee's accomplishments and contributions to workforce development, not to exceed 1,000 words. Up to 10 pages of supporting documents (news articles, letters of support, etc.) may be included with the nomination.

Nominations should describe: Improvement in productivity, creativity, economy and efficiency of Montana's workforce development system by demonstrating the high value placed upon:

- A. Excellence of Performance
- B. Superior Accomplishments
- C. Improved Customer Service, or
- D. Outstanding Achievement in one or more of the following Quality categories:
 - 1) Leadership
 - 2) Strategic Planning
 - 3) Customer and Market Focus
 - 4) Information and Analysis
 - 5) Human Resource Focus
 - 6) Process Management
 - 7) Organizational Results

All nominations are **due by May 31st**. Please mail nominations to:

State Workforce Investment Board
Attn: Desiree Taggart Memorial Awards
PO Box 1728
Helena MT 59624-1728

SELECTION PROCESS

- The Awards Selection Team will provide the SWIB Executive Committee with their recommendations and copies of all nominations submitted.
- The SWIB Executive Committee will review Awards Selection Team's recommendations and present awards at their September meeting in conjunction with the annual Labor Day Report to the Governor.
- Staff to the SWIB will poll Executive Committee members individually on their choice for the award winners, compile the votes, and submit the Committee's recommendation to the Governor.
- The Governor will make the final determination of award winners.
- All finalists will be invited to the awards ceremony.

WHO MAKES THE SELECTION OF THE WINNERS?

A consistent scoring system will be used to review nominations and make recommendations to the State Workforce Investment Board Executive Committee. The Executive Committee will be polled individually by SWIB staff, who will provide the final vote to the Governor. The final selection will be decided by the Governor. Reviewers are not eligible for an award in the year they are reviewing.

WHO DEVELOPED THE CRITERIA FOR THE QUALITY AWARDS?

The State Workforce Investment Board (SWIB), in coordination with the Montana Council for Workforce Quality (McWQ), developed the award criteria.

The SWIB is appointed by the Governor to serve as an advisory board for workforce development issues. The SWIB Executive Committee administers the awards program, including the nomination and selection process.

McWQ was formed in 1997 to act as Montana's leading proponent for continuous improvement in workforce development programs through promoting and developing a quality workforce development system that is highly integrated, customer friendly, customer-driven and outcome-oriented. McWQ members are committed to quality and continuous improvement and represent a wide variety of interests within the workforce system including state and local workforce investment boards, state and local human service agencies, public and private providers of employment and training services and private employers.

Please contact the following individuals if you have questions: Pam Watson, 444-1620; or Chris Wilhelm, 444-4480.